

# TennCare Oversight Division of the Department of Commerce & Insurance

## Prompt Pay Compliance Summary for Processed TennCare Medical and Dental Claims

Monthly prompt payment analysis for all claims processed by specific TennCare Contract

Claim Types	TennCare Contractual Requirements and TCA 56-32- For the Month Ended	90%	99.5%	Compliance?
		30 Day Clean Claims	60 Day All Claims	
<b>AMERIGROUP Tennessee, Inc.</b>				<b>Middle Only</b>
Region(s): Middle				
All	1/31/2013	99%	99.9%	<b>YES</b>
All	2/28/2013	99%	99.7%	<b>YES</b>
All	3/31/2013	99%	100.0%	<b>YES</b>
All	4/30/2013	99%	99.9%	<b>YES</b>
All	5/31/2013	99%	99.9%	<b>YES</b>
All	6/30/2013	99%	100.0%	<b>YES</b>
All	7/31/2013	99%	99.9%	<b>YES</b>
All	8/31/2013	99%	99.9%	<b>YES</b>
All	9/30/2013	98%	99.9%	<b>YES</b>
All	10/31/2013	99%	100.0%	<b>YES</b>
All	11/30/2013	99%	100.0%	<b>YES</b>
All	12/31/2013	99%	99.9%	<b>YES</b>
All	1/31/2014	99%	99.9%	<b>YES</b>
All	2/28/2014	99%	99.9%	<b>YES</b>
All	3/31/2014	99%	100.0%	<b>YES</b>
All	4/30/2014	99%	99.9%	<b>YES</b>
All	5/31/2014	99%	99.9%	<b>YES</b>
All	6/30/2014	99%	99.9%	<b>YES</b>
All	7/31/2014	99%	100.0%	<b>YES</b>
All	8/31/2014	99%	100.0%	<b>YES</b>
All	9/30/2014	99%	100.0%	<b>YES</b>
All	10/31/2014	99%	100.0%	<b>YES</b>
All	11/30/2014	99%	99.9%	<b>YES</b>
All	12/31/2014	99%	99.9%	<b>YES</b>

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Monthly prompt payment analysis for all claims processed by specific TennCare Contract

TennCare Contractual Requirements and TCA 56-32-Claim Types	For the Month Ended	90%	99.5%	Compliance?
		30 Day Clean Claims	60 Day All Claims	
<b>Delta Dental of Tennessee, Inc.</b>				
Region(s): All				
Dental	1/31/2013	99%	100.0%	<b>YES</b>
Dental	2/28/2013	100%	100.0%	<b>YES</b>
Dental	3/31/2013	99%	100.0%	<b>YES</b>
Dental	4/30/2013	99%	100.0%	<b>YES</b>
Dental	5/31/2013	100%	100.0%	<b>YES</b>
Dental	6/30/2013	100%	100.0%	<b>YES</b>
Dental	7/31/2013	100%	100.0%	<b>YES</b>
Dental	8/31/2013	100%	100.0%	<b>YES</b>
Dental	9/30/2013	100%	100.0%	<b>YES</b>
Dental	10/31/2013	100%	100.0%	<b>YES</b>
Dental	11/30/2013	100%	99.9%	<b>YES</b>
Dental	12/31/2013	100%	100.0%	<b>YES</b>
Dental	1/31/2014	100%	100.0%	<b>YES</b>
Dental	2/28/2014	100%	99.8%	<b>YES</b>
Dental	3/31/2014	100%	99.9%	<b>YES</b>

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Claim Types	For the Month Ended	90%	99.5%	Compliance?
		30 Day	60 Day	
<b>TennCare Contractual Requirements and TCA 56-32-</b>				
<b>DentaQuest USA Insurance Co., Inc.</b>				
Region(s): All				
Dental	10/31/2013	100%	100.0%	<b>YES</b>
Dental	11/30/2013	100%	100.0%	<b>YES</b>
Dental	12/31/2013	100%	100.0%	<b>YES</b>
Dental	1/31/2014	100%	99.9%	<b>YES</b>
Dental	2/28/2014	100%	99.9%	<b>YES</b>
Dental	3/31/2014	100%	99.9%	<b>YES</b>
Dental	4/30/2014	100%	100.0%	<b>YES</b>
Dental	5/31/2014	100%	99.9%	<b>YES</b>
Dental	6/30/2014	100%	100.0%	<b>YES</b>
Dental	7/31/2014	100%	99.9%	<b>YES</b>
Dental	8/31/2014	100%	99.9%	<b>YES</b>
Dental	9/30/2014	100%	100.0%	<b>YES</b>
Dental	10/31/2014	100%	100.0%	<b>YES</b>
Dental	11/30/2014	100%	100.0%	<b>YES</b>
Dental	12/31/2014	99%	100.0%	<b>YES</b>

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Claim Types	For the Month Ended	90%	99.5%	Compliance?
		30 Day	60 Day	
<b>TennCare Contractual Requirements and TCA 56-32-</b>				
<b>UnitedHealthcare Plans of the River Valley, Inc.</b>				
Region(s): East - Risk Contract				
All	1/31/2013	99%	99.6%	<b>YES</b>
All	2/28/2013	100%	99.9%	<b>YES</b>
All	3/31/2013	100%	99.9%	<b>YES</b>
All	4/30/2013	100%	99.8%	<b>YES</b>
All	5/31/2013	100%	99.9%	<b>YES</b>
All	6/30/2013	100%	99.9%	<b>YES</b>
All	7/31/2013	100%	100.0%	<b>YES</b>
All	8/31/2013	100%	100.0%	<b>YES</b>
All	9/30/2013	100%	100.0%	<b>YES</b>
All	10/31/2013	100%	100.0%	<b>YES</b>
All	11/30/2013	100%	100.0%	<b>YES</b>
All	12/31/2013	100%	100.0%	<b>YES</b>
All	1/31/2014	100%	100.0%	<b>Yes</b>
All	2/28/2014	100%	100.0%	<b>Yes</b>
All	3/31/2014	100%	100.0%	<b>YES</b>
All	4/30/2014	100%	100.0%	<b>Yes</b>
All	5/31/2014	100%	100.0%	<b>YES</b>
All	6/30/2014	100%	100.0%	<b>YES</b>
All	7/31/2014	100%	100.0%	<b>Yes</b>
All	8/31/2014	100%	100.0%	<b>Yes</b>
All	9/30/2014	100%	99.8%	<b>YES</b>
All	10/31/2014	100%	100.0%	<b>Yes</b>
All	11/30/2014	100%	100.0%	<b>YES</b>
All	12/31/2014	100%	100.0%	<b>Yes</b>

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Claim Types	For the Month Ended	90%	99.5%	Compliance?
		30 Day	60 Day	
<b>TennCare Contractual Requirements and TCA 56-32-</b>				
<b>UnitedHealthcare Plans of the River Valley, Inc.</b>				
Region(s): Middle				
All	1/31/2013	100%	99.5%	<b>YES</b>
All	2/28/2013	100%	99.9%	<b>YES</b>
All	3/31/2013	100%	99.8%	<b>YES</b>
All	4/30/2013	100%	99.9%	<b>YES</b>
All	5/31/2013	100%	99.9%	<b>YES</b>
All	6/30/2013	100%	100.0%	<b>YES</b>
All	7/31/2013	100%	100.0%	<b>YES</b>
All	8/31/2013	100%	100.0%	<b>YES</b>
All	9/30/2013	100%	100.0%	<b>YES</b>
All	10/31/2013	100%	100.0%	<b>YES</b>
All	11/30/2013	100%	100.0%	<b>YES</b>
All	12/31/2013	100%	99.9%	<b>YES</b>
All	1/31/2014	100%	99.8%	<b>Yes</b>
All	2/28/2014	100%	99.9%	<b>Yes</b>
All	3/31/2014	100%	99.9%	<b>YES</b>
All	4/30/2014	100%	99.9%	<b>Yes</b>
All	5/31/2014	100%	100.0%	<b>YES</b>
All	6/30/2014	100%	99.9%	<b>YES</b>
All	7/31/2014	100%	100.0%	<b>Yes</b>
All	8/31/2014	100%	100.0%	<b>Yes</b>
All	9/30/2014	100%	99.8%	<b>Yes</b>
All	10/31/2014	100%	100.0%	<b>Yes</b>
All	11/30/2014	100%	100.0%	<b>YES</b>
All	12/31/2014	100%	100.0%	<b>YES</b>

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Claim Types	For the Month Ended	90%	99.5%	Compliance?
		TennCare Contractual Requirements and TCA 56-32-30 Day Clean Claims	60 Day All Claims	
<b>UnitedHealthcare Plans of the River Valley, Inc.</b>				
Region(s): West				
All	1/31/2013	100%	99.5%	<b>YES</b>
All	2/28/2013	100%	99.8%	<b>YES</b>
All	3/31/2013	100%	100.0%	<b>YES</b>
All	4/30/2013	100%	99.8%	<b>YES</b>
All	5/31/2013	100%	99.7%	<b>YES</b>
All	6/30/2013	100%	99.7%	<b>YES</b>
All	7/31/2013	100%	99.8%	<b>YES</b>
All	8/31/2013	100%	100.0%	<b>YES</b>
All	9/30/2013	100%	100.0%	<b>YES</b>
All	10/31/2013	100%	100.0%	<b>YES</b>
All	11/30/2013	100%	100.0%	<b>YES</b>
All	12/31/2013	100%	100.0%	<b>YES</b>
All	1/31/2014	100%	99.9%	<b>Yes</b>
All	2/28/2014	100%	99.9%	<b>YES</b>
All	3/31/2014	100%	100.0%	<b>YES</b>
All	4/30/2014	100%	100.0%	<b>Yes</b>
All	5/31/2014	100%	100.0%	<b>YES</b>
All	6/30/2014	100%	100.0%	<b>YES</b>
All	7/31/2014	100%	100.0%	<b>Yes</b>
All	8/31/2014	100%	100.0%	<b>Yes</b>
All	9/30/2014	100%	99.9%	<b>Yes</b>
All	10/31/2014	100%	100.0%	<b>Yes</b>
All	11/30/2014	100%	100.0%	<b>YES</b>
All	12/31/2014	100%	100.0%	<b>Yes</b>

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Claim Types	For the Month Ended	TennCare Contractual Requirements and TCA 56-32-		Compliance?
		90% 30 Day Clean Claims	99.5% 60 Day All Claims	
<b>Volunteer State Health Plan, Inc., d/b/a BlueCare</b>		<b>BlueCare</b>		
Region(s): East Risk Contract				
All	1/31/2013	95%	99.8%	<b>YES</b>
All	2/28/2013	99%	99.5%	<b>YES</b>
All	3/31/2013	99%	99.9%	<b>YES</b>
All	4/30/2013	98%	99.8%	<b>YES</b>
All	5/31/2013	97%	99.9%	<b>YES</b>
All	6/30/2013	99%	100.0%	<b>YES</b>
All	7/31/2013	94%	100.0%	<b>YES</b>
All	8/31/2013	97%	99.9%	<b>YES</b>
All	9/30/2013	97%	99.9%	<b>YES</b>
All	10/31/2013	98%	100.0%	<b>YES</b>
All	11/30/2013	96%	99.9%	<b>YES</b>
All	12/31/2013	97%	100.0%	<b>YES</b>
All	1/31/2014	98%	99.9%	<b>Yes</b>
All	2/28/2014	99%	99.8%	<b>YES</b>
All	3/31/2014	99%	99.9%	<b>YES</b>
All	4/30/2014	100%	99.9%	<b>YES</b>
All	5/31/2014	99%	99.8%	<b>YES</b>
All	6/30/2014	99%	99.9%	<b>Yes</b>
All	7/31/2014	99%	99.9%	<b>YES</b>
All	8/31/2014	100%	100.0%	<b>YES</b>
All	9/30/2014	100%	100.0%	<b>YES</b>
All	10/31/2014	100%	99.9%	<b>YES</b>
All	11/30/2014	100%	100.0%	<b>YES</b>
All	12/31/2014	99%	99.9%	<b>Yes</b>

# TennCare Oversight Division of the Department of Commerce & Insurance

Monthly prompt payment analysis for all claims processed by specific TennCare Contract

Claim Types	For the Month Ended	90%	99.5%	Compliance?
		TennCare Contractual Requirements and TCA 56-32-30 Day Clean Claims	60 Day All Claims	
<b>Volunteer State Health Plan, Inc., d/b/a BlueCare</b>				
Region(s): West				
All	1/31/2013	94%	99.7%	<b>YES</b>
All	2/28/2013	99%	99.6%	<b>YES</b>
All	3/31/2013	99%	99.8%	<b>YES</b>
All	4/30/2013	99%	99.7%	<b>YES</b>
All	5/31/2013	98%	99.9%	<b>YES</b>
All	6/30/2013	99%	100.0%	<b>YES</b>
All	7/31/2013	95%	100.0%	<b>YES</b>
All	8/31/2013	96%	99.9%	<b>YES</b>
All	9/30/2013	97%	100.0%	<b>YES</b>
All	10/31/2013	99%	100.0%	<b>YES</b>
All	11/30/2013	97%	100.0%	<b>YES</b>
All	12/31/2013	97%	100.0%	<b>YES</b>
All	1/31/2014	98%	99.9%	<b>Yes</b>
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All	4/30/2014	100%	99.9%	<b>YES</b>
All	5/31/2014	99%	99.8%	<b>YES</b>
All	6/30/2014	99%	99.9%	<b>Yes</b>
All	7/31/2014	99%	100.0%	<b>YES</b>
All	8/31/2014	100%	100.0%	<b>YES</b>
All	9/30/2014	100%	100.0%	<b>YES</b>
All	10/31/2014	100%	99.9%	<b>YES</b>
All	11/30/2014	100%	100.0%	<b>YES</b>
All	12/31/2014	99%	99.9%	<b>Yes</b>

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Monthly prompt payment analysis for all claims processed by specific TennCare Contract

<b>TennCare Contractual Requirements and TCA 56-32-</b>	<b>90%</b>	<b>99.5%</b>	
Claim Types	30 Day	60 Day	Compliance?
	For the Month Ended	Clean Claims	All Claims

## Volunteer State Health Plan, Inc., d/b/a TennCare Select

## TennCare Select

Region(s): All

Claim Types	For the Month Ended	Clean Claims	All Claims	Compliance?
All	1/31/2013	95%	99.7%	<b>YES</b>
All	2/28/2013	99%	99.5%	<b>YES</b>
All	3/31/2013	99%	99.8%	<b>YES</b>
All	4/30/2013	99%	99.7%	<b>YES</b>
All	5/31/2013	98%	99.9%	<b>YES</b>
All	6/30/2013	99%	99.9%	<b>YES</b>
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All	8/31/2013	97%	99.9%	<b>YES</b>
All	9/30/2013	97%	99.9%	<b>YES</b>
All	10/31/2013	99%	99.9%	<b>YES</b>
All	11/30/2013	96%	99.9%	<b>YES</b>
All	12/31/2013	97%	100.0%	<b>YES</b>
All	1/31/2014	97%	99.9%	<b>Yes</b>
All	2/28/2014	99%	99.8%	<b>YES</b>
All	3/31/2014	99%	99.8%	<b>YES</b>
All	4/30/2014	99%	99.9%	<b>YES</b>
All	5/31/2014	99%	99.6%	<b>YES</b>
All	6/30/2014	99%	99.9%	<b>Yes</b>
All	7/31/2014	99%	99.8%	<b>YES</b>
All	8/31/2014	99%	99.9%	<b>YES</b>
All	9/30/2014	99%	99.9%	<b>YES</b>
All	10/31/2014	99%	99.9%	<b>YES</b>
All	11/30/2014	100%	100.0%	<b>YES</b>
All	12/31/2014	99%	99.9%	<b>Yes</b>